



West Yorkshire - Finding Independence
 Delivering Fulfilling Lives:
 Supporting People with Multiple Needs Programme



WY-FI Briefing of Peer Research 2016-17

Statement of Intent

In line with previous runs this research was undertaken by WY-FI Network Members over the five localities in the period between 01/12/2016 and 31/01/2017.

The goal of the research was to ascertain the demographics of people in the West Yorkshire who experience multiple and complex needs (MCN), the nature of those needs and barriers to services over the whole West Yorkshire area and in individual localities. From now forward the individual needs, Homeless or not in settled accommodation, Addiction/Substance Misuse, Offending/Probation and Anxious/Depressed or Mental Health Issues will be indicated as H, A, R and M.

The target for this run was to achieve 200 papers from all the localities.

Preparation

Training days took place in November 2016 with the following aims;

- Outline the process of collection and discuss any issues around that process
- Explain why we ask the questions that are on the questionnaire
- Discuss the interview process
- Review and re-design the questionnaire where necessary, for ease of use, both in the interview process and the data entry process.

In order to increase the return rate, the team asked the Navigator Teams to provide details of locations within each Locality where they could meet and talk to people with multiple and complex needs e.g. Breakfast Clubs, Day Shelters. All of the locations contacted granted access and this aided development of relationships between WY-FI and various organisations throughout West Yorkshire.

Summary

The research closed on the last day of January 2017 and in total 229 questionnaires were completed, split over each locality as follows; Bradford (45), Calderdale (48), Kirklees (38), Leeds (63) and Wakefield (35).

Locality	Number	% of all Localities	3 or 4 Needs	3 or 4 needs % of Locality
Bradford	45	20%	26	58%

Calderdale	48	21%	25	52%
Kirklees	38	17%	18	47%
Leeds	63	28%	50	79%
Wakefield	35	15%	19	54%
Totals	229		138	

The results highlighted the following:

- 90% White British – This was a larger percentage than the WY-FI Cohort and regional figures – see Demographic Analysis section for a breakdown
- 80% Male 20% Female – see Demographic Analysis section for a breakdown
- 40% Have settled accommodation, 60% not settled accommodation or sleep rough
- 37% say they have slept on the streets in the last 6 weeks

For the individual HARM Needs:

- 61% experience homelessness or nowhere settled to live
- 90% experience substance misuse
- 41% have offending or probation needs
- 86% experience mental health issues
- 138 out of 229 (60%) have 3 or more of these

Having also asked about experience we discovered, in the last six weeks that:

- 23% were arrested (1% more than 5 times)
- 23% spent time in the cells (1% more than 5 times)
- 15% appeared in court (1% more than 5 times)
- 7% had spent time in prison
- 16% slept on the streets less than 5 times 22% more than 5 times

On the whole the figures are lower than for the initial research, except for the percentage of those who spent time on the streets for more than 5 times.

And in the last six weeks we also discovered:

- 61% Visited a GP or Walk-In Centre (3% more than 5 times)
- 25% had travelled in an ambulance (3% more than 5 times)
- 22% were admitted to hospital (3% more than 5 times)
- 25% attended A&E (3% more than 5 times)

These figures are a little higher than the 2013 research, except for the last.

Demographic analysis

The age and gender spread is shown in the table below.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	13	42	66	40	19	1	181
Female	5	7	25	6	1	0	44
Totals	18	49	91	46	20	1	225

Note: Gender not collected for three individuals and age not collected for one individual

This age spread correlates with the characteristics of the WF-FI cohort though the gender split of Male (80%) Female (20%) does not. This could well be because the majority of the research was done by male researchers. This is probably also true for the low reflection in BME ethnicities in the research. Ethnicity was also recorded on the paper and after some coding of the data the following can be seen.

Ethnicity	Number
White British	187
White Irish	6
Mixed	5
White European	9
Black British	2
Asian British	2
White Asian	1
Not Recorded	17
Total	229

Ethnicity	Number
White British	187
BME	25
Not Recorded	17
Total	229

As can be seen, the numbers of ethnicities other than White British are very small so further analysis on this particular data has been performed on the smaller table to the right. The 'not recorded' numbers included those where information on the questionnaires was unclear. There were no papers where ethnicity was withheld by the interviewee.

Breakdown by Locality:

Bradford

Bradford had 45 completed questionnaires, which were collected from The St Pio Friary, The Salvation Army and on the streets in the city centre over three different visits.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	0	7	14	10	5	0	36
Female	2	2	5	0	0	0	9
Totals	2	9	19	10	5	0	45

Ethnicity	Number
White British	36
BME	9
Not Recorded	0
Total	45

The breakdown of needs is as follows: 19 (42%) people had two of the HARM needs and 26 (58%) had three or four of the harm needs.

The next table shows the prevalence of each individual HARM need in Bradford, how many are getting the support for that needs and identifies the percentage of people not getting support for that need.

Bradford	Yes	No	Prevalence	Supported	Gap
H	28	17	62%	19	32%
A	37	8	82%	23	38%
R	17	28	38%	7	59%
M	40	5	89%	28	30%

Bradford had the highest percentage gap of all the localities for those experiencing substance misuse issues and quite a high percentage of those not getting support for reoffending needs.

The table below takes the needs stated in the questionnaire and also the support received, if any, as notified by the interviewee and summarises for each needs count 2,3 and 4 how many of those needs are NOT getting supported.

	Bradford	Needs Not Supported			
Needs	Number	1	2	3	4
2	19	6	2	0	0
3	18	9	5	2	0
4	8	6	2	0	0

As you can see for those with 2 needs there are 2 out of 19 of the respondents who are supported for neither which is approximately 11%. For those with 3 or 4 needs 38% are unsupported for multiple occurrences. Another way to look at this table would be to say that of those people with 3 or 4 needs (26) there are 24 that are not getting support for at least one of those needs.

Analysing those 24 for Age/Gender and Ethnicity gives the following data:

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Male	0	4	9	5	2	0
Female	0	0	4	0	0	0

White British	BME
21	3

Having a final look at these 24 and the needs indicated compared with those that are not getting supported reveals the following;

Bradford	Homelessness	Addiction	Reoffending	Mental Ill Health	Totals
Have Need	18	23	16	22	79

Not Supported	8	9	10	8	35
	44%	39%	63%	36%	

Of those 24, 23 have a reported substance misuse issue and 22 have a reported mental health issue. Overall, for those 24 people they collectively have 79 declared needs of which 35 are not getting supported. That means for those with 3 or 4 needs, either 1 or 2 of those needs are not supported.

We also collected data on incidents that happened to people over a six-week period prior to completing the questionnaire. The results were as follows;

	1 to 5		6 to 15		N/A		Total
	Number	%	Number	%	Number	%	Number
GP Walk-In	18	69%	1	4%	7	27%	26
A&E	8	31%	0	0%	18	69%	26
Ambulance	8	31%	0	0%	18	69%	26
Hospital	7	27%	0	0%	19	73%	26
Streets	8	31%	3	12%	15	58%	26
Arrested	11	42%	1	4%	14	54%	26
Cells	10	38%	1	4%	15	58%	26
Court	10	38%	0	0%	16	62%	26
Prison/Secure Unit	4	15%	1	4%	21	81%	26

We also asked about service engagement and found that 41% of those questioned did not keep much of a routine and rarely kept appointments and 7% of these did not engage at all.

Calderdale

Calderdale had 48 completed questionnaires collected from The Basement Recovery Project Breakfast Club, Ebenezer Church, outside Calderdale Recovery Steps and on the Streets in Halifax City Centre.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	3	8	9	11	4	1	36
Female	0	2	4	2	0	0	8
Totals	3	10	13	13	4	1	44

Ethnicity	Number
White British	28
BME	4
Not Recorded	16
Total	48

Note: Gender was not collected for three individuals and age was not collected for one individual.

23(48%) had two needs and 25(52%) had 3 or 4 needs. The next table shows the prevalence of each individual HARM need in Calderdale, how many are getting support for that need and identifies the percentage of people not getting support for that need.

Calderdale	Yes	No	Prevalence	Supported	Gap
H	25	23	52%	10	60%
A	45	3	94%	39	13%
R	18	30	38%	6	67%
M	40	8	83%	22	45%

Calderdale shows the highest percentage gap for both the Homelessness and reoffending needs for the five localities.

The following table shows how those unsupported needs are distributed:

	Calderdale	Needs Not Supported			
Needs	Number	1	2	3	4
2	23	8	2	0	0
3	18	9	5	1	0
4	7	1	4	1	0

21(84%) people out of 25 with 3 or 4 needs are not getting support for at least one need.

Further looking at the demographics of those:

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Male	0	4	7	2	1	1
Female	0	1	0	2	0	0

Note that the total of this table is 18, and not 21, as there were 2 sheets that did not capture gender and one that did not capture age. And of these 21 the ethnicity split was 11:1 White British to BME.

Concentrating on these 25 with 3 or more needs this is how their needs were not being addressed.

	Homelessness	Addiction	Reoffending	Mental Ill Health	Totals
Have Need	15	21	14	19	69
Not Supported	9	2	11	12	34
	60%	10%	79%	63%	

We also collected data on incidents that happened to people over a six-week period prior to completing the questionnaire. The results for those with 3 or 4 needs are as follows.

	1 to 5		6 to 15		N/A		Total
	Number	%ge	Number	%ge	Number	%ge	Number
GP Walk-In	13	52%	0	0%	12	48%	25
A&E	13	52%	1	4%	11	44%	25
Ambulance	9	36%	1	4%	15	60%	25
Hospital	13	52%	1	4%	11	44%	25
Streets	6	24%	2	8%	17	68%	25
Arrested	9	36%	0	0%	16	64%	25
Cells	11	44%	0	0%	14	56%	25
Court	8	32%	1	4%	16	64%	25
Prison/Secure Unit	7	28%	2	8%	16	64%	25

We also asked about service engagement and found that 31% of those questioned did not keep much of a routine and rarely kept appointments and 10% of these did not engage at all.

Kirklees

Kirklees had 38 completed questionnaires collected from Huddersfield Town Centre, The Mission, The Corner, in and around the new Basement Project as well as the town centre. More were collected in Dewsbury town centre and Bus Station and the new Corner Breakfast club on Union Street.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	0	8	10	9	3	0	30
Female	2	0	5	0	1	0	8
Totals	2	8	15	9	4	0	38

Ethnicity	Number
White British	33
BME	5
Not Recorded	0
Total	38

20(52%) had two needs and 18(48%) had 3 or 4 needs. The prevalence of those needs is shown below:

Kirklees	Yes	No	Prevalence	Supported	Gap
H	15	23	39%	10	33%
A	37	1	97%	29	22%
R	13	25	34%	9	31%
M	35	3	92%	29	17%

Concentrating on those with 3 or 4 needs:

Kirklees	Needs Not Supported

Needs	Number	1	2	3	4
2	20	2	1	0	0
3	11	3	2	2	0
4	7	2	2	0	0

61% of those with 3 or 4 needs are not getting support for at least one of those needs.

However, the percentage of no support rises for those that have 3 or 4 needs:

	Homelessness	Addiction	Reoffending	Mental Ill Health	Total Needs
Have Need	9	11	7	10	37
Not Supported	4	7	4	4	19
	44%	64%	57%	40%	

We also collected data on incidents that happened to people over a six-week period prior to completing the questionnaire. The results for those with 3 or 4 needs are as follows.

	1 to 5		6 to 15		N/A		Total
	Number	%ge	Number	%ge	Number	%ge	Number
GP Walk-In	8	44%	1	6%	9	50%	18
A&E	2	11%	1	6%	15	83%	18
Ambulance	1	6%	1	6%	16	89%	18
Hospital	1	6%	1	6%	16	89%	18
Streets	2	11%	7	39%	9	50%	18
Arrested	2	11%	1	6%	15	83%	18
Cells	3	17%	0	0%	15	83%	18
Court	2	11%	0	0%	16	89%	18
Prison/Secure Unit	1	6%	0	0%	17	94%	18

We also asked about service engagement and found that 24% of those questioned did not keep much of a routine and rarely kept appointments and of 11% of these did not engage at all.

Leeds

Leeds had 63 completed questionnaires all of which were completed on the streets around Leeds city centre in various locations. People were questioned outside Forward Leeds, Outside The Crypt and where they were found to be begging.

Compared to the other localities where it was very difficult to find more than the isolated person begging, in Leeds it was quite easy to find people who were begging and who were willing to talk to the researcher. 13(20%) had 2 needs and 50(80%) had 3 or 4 needs.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	6	13	18	6	4	0	47
Female	1	3	9	3	0	0	16
Totals	7	16	27	9	4	0	63

Ethnicity	Number
White British	61
BME	2
Not Recorded	0
Total	63

The BME numbers were very low for Leeds, see the note in the overall demographic analysis at the beginning of the document.

The prevalence of the HARM Needs in Leeds is shown below.

Leeds	Yes	No	Prevalence	Supported	Gap
H	47	16	75%	29	38%
A	59	4	94%	37	37%
R	33	30	52%	16	52%
M	57	6	90%	41	28%

Leeds shows very high percentages for H, A and M, the highest overall percentage for the areas for H and the highest percentage for the R need. In the other areas the R need is very much similar, between 34% and 38% but in Leeds the percentage is much higher.

Concentrating on those with 3 or four needs:

Needs	Leeds	Needs Not Supported			
	Number	1	2	3	4
2	13	5	0	0	0
3	30	11	6	4	0
4	20	3	6	2	3

70% of the 50 with 3 or more needs do not get support for at least one of their needs. Their age details are shown in the table below:

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Male	3	8	8	4	3	0
Female	0	0	7	2	0	0

For those with 3 and 4 needs the support gap looks like thi:

	Homelessness	Addiction	Reoffending	Mental Ill Health	Total
Have Need	31	35	20	33	119
Not Supported	18	18	16	16	68
	58%	51%	80%	48%	

We also collected data on incidents that happened to people over a six-week period prior to completing the questionnaire. The results for those with 3 or 4 needs are as follows.

Leeds	1 to 5		6 to 15		N/A		Total
	Number	%	Number	%	Number	%	Number
GP Walk-In	30	60%	1	2%	19	38%	50

A&E	11	22%	0	0%	39	78%	50
Ambulance	8	16%	0	0%	42	84%	50
Hospital	6	12%	2	4%	42	84%	50
Streets	11	22%	28	56%	11	22%	50
Arrested	16	32%	0	0%	34	68%	50
Cells	15	30%	0	0%	35	70%	50
Court	7	14%	0	0%	43	86%	50
Prison/Secure Unit	3	6%	0	0%	47	94%	50

We also asked about service engagement and found that 37% of those questioned did not keep much of a routine and rarely kept appointments and a hard-core of 20% of these did not engage at all.

Wakefield

Wakefield had 35 questionnaire completed collected from CAP (Community Awareness Programme), Spectrum Café and Chat, Wakefield Baptist Church Day Drop-In and Night Shelter as well as on the streets in the city centre. 16 (45%) had 2 needs and 19 (55%) had 3 or 4 needs.

Age Range	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+	Totals
Male	4	6	15	4	3	0	32
Female	0	0	2	1	0	0	3
Totals	4	6	17	5	3	0	35

Ethnicity	Number
White British	29
BME	5
Not Recorded	1
Total	35

The prevalence of the HARM needs is shown below:

Wakefield	Yes	No	Prevalence	Supported	Gap
H	23	12	66%	11	52%
A	28	7	80%	21	25%
R	12	23	34%	9	25%
M	25	10	71%	13	48%

There is no extreme of prevalence in the HARM needs indicated in Wakefield when compared to the other areas.

Concentrating on those with 3 or four needs:

	Wakefield	Needs Not Supported			
Needs	Number	1	2	3	4
2	16	7	1	0	0
3	16	1	3	3	0
4	3	1	1	1	0

Because of the low numbers involved here it is perhaps unwise to read too much into these figures but the equivalent analysis is presented with the caveat that small changes in numbers would drastically effect the percentages quoted immediately below.

Wakefield is the only place we visited where we observed there were no women who had 3 or 4 needs and 1 or more of those needs unsupported. We know this not to be a reflection of the multiple and complex needs cohort in Wakefield as the Navigator team deals with a high proportion of women on its caseload.

Looking at how those with 3 or four needs are not supported:

	Homelessness	Addiction	Reoffending	Mental Ill Health	Total
Have Need	9	10	4	10	33
Not Supported	8	5	3	6	22
	89%	50%	75%	60%	

We also collected data on incidents that happened to people over a six-week period prior to completing the questionnaire. The results for those with 3 or 4 needs are as follows.

	1 to 5		6 to 15		N/A		Total
	Number	%ge	Number	%ge	Number	%ge	Number
GP Walk-In	11	58%	1	5%	7	37%	19
A&E	5	26%	1	5%	13	68%	19
Ambulance	6	32%	1	5%	12	63%	19
Hospital	5	26%	2	11%	12	63%	19
Streets	3	16%	3	16%	13	68%	19
Arrested	5	26%	1	5%	13	68%	19
Cells	5	26%	1	5%	13	68%	19
Court	3	16%	1	5%	15	79%	19
Prison/Secure Unit	2	11%	2	11%	15	79%	19

We also asked about service engagement and found that 27% of those questioned did not keep much of a routine and rarely kept appointments and 6% of these did not engage at all.

Mental Health Appendix

Of the 229 questioned in this batch of research 197(86%) identified an ongoing mental health need. Those receiving specialist help in each locality are shown below:

	Mental Health Need	Specialist Service
Bradford	40	8
Calderdale	40	5
Kirklees	35	4
Leeds	57	3

Wakefield	25	4
Total	197	24

Geoff Doyle

WY-FI Research and Evaluation and Administration Co-ordinator

geoff.doyle@disc-vol.org.uk

t: 0113 887 0056

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